



EAP, WorkLife, and Emergency Backup Care: Employee Orientation

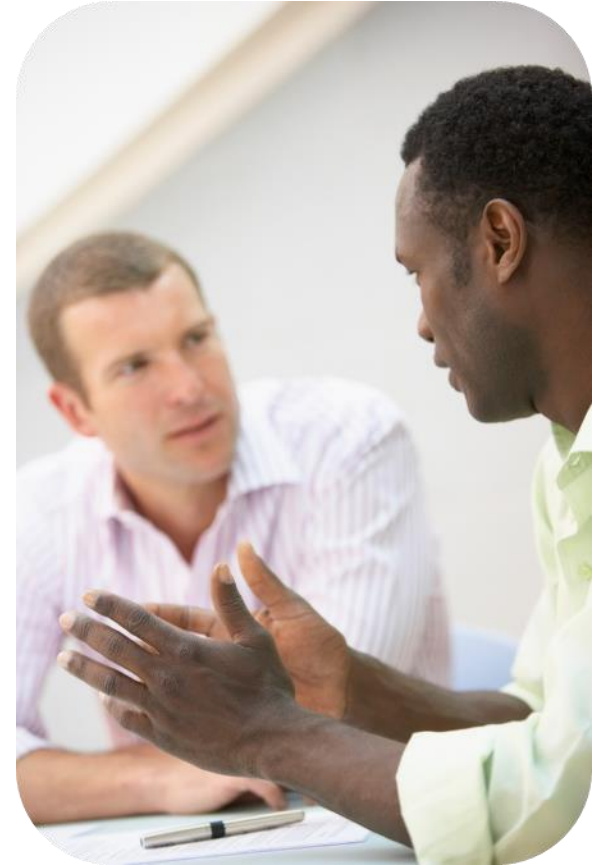
Federal Occupational Health
Employee Assistance and WorkLife Programs

Objectives

- Define the Employee Assistance Program (EAP), WorkLife (WL) and emergency backup care benefits (EBUC)
- Review range of services offered to federal employees and immediate family members
- Explain confidentiality
- Discuss ways to access EAP, WorkLife, and EBUC services

The Employee Assistance Program: A Definition

Worksite-based, confidential assessment, referral and short-term consultative service for any personal problem that has a negative impact on work performance



True or False?

- Everyone has personal concerns
- People think problems must be big before asking for help
- Assistance is a phone call or click away
- Help is confidential

Overview of EAP Resources

- In-person assessments
- Short-term, problem-solving counseling and consultation
- Referrals to community resources
- Legal and financial services
- Group services
- 24/7 telephonic support
- Website resources

Short-Term Counseling Can Help

- Challenging relationships
- Emotional reactions and regulation
- Stress
- Anxiety
- Depression
- Grief
- Workplace problems
- Family concerns
- Alcohol and drug abuse issues



What Employees Can Expect

- Highly qualified, licensed professionals
- Private, in-person meetings
- Clinical assessment
 - Clarify the problem
 - Identify options
 - Develop a plan
- Referral to appropriate resource if needed
- Follow-up

Confidentiality

- Private, voluntary discussions
- Authorization to Use and Disclose (AUD) forms
- No identification of individuals in agency reports
- Confidentiality in accordance with federal and state laws



Legal and Financial Consultations

- Telephonic connection for legal* and financial advice
- Local in-person attorney services
- Simple will preparation
- Online legal services
- Identity theft solutions
- Family budgeting/financial planning
- Savings and investment strategies
- Determining retirement needs
- Identifying a local financial planner
- Selecting which credit card to pay off first

*Legal advice cannot be provided on employment matters

Group Services

- Critical incident response services for crises in the workplace
- Grief support following a loss in the workplace
- Orientations to the EAP
- Health and wellness presentations



Access is Easy - Telephonic

**Confidential assistance is available
toll-free 24 hours a day, 7 days a week**

800-222-0364

888-262-7848 (TTY)

- A person answers the phone – no voicemail or call menu
- The EAP representative will help you obtain needed resources



Access is Easy – Website

FOH4You.com

- Legal and financial information
- Online EAP orientations
- Online stress management and change management videos
- Webinars and podcasts
- Interactive tools and library



WorkLife Services: An Additional Benefit

- FOH's WorkLife Program, WorkLife4You, helps employees and their dependents manage day-to-day responsibilities and life events to help work/life balance
- Developed originally to address dependent care needs (child care and elder care)



Life Event Management

WorkLife4You areas of service:

- Child care and parenting
- Adult care and aging
- Education
- Health and wellness
- Financial and legal
- Daily life
- Emergency backup care



Professional Care Management

Highly skilled professional care managers (PCMs) conduct an in-person assessment of a caregiver's loved one—for free.

- In-Person Assessment

- In-home—thorough assessment of the elder's home and living skills
- Facility review—evaluation of selected facilities' environment, care, and staffing
- Post-hospitalization—in-hospital visit prior to discharge to evaluate needs
- Ongoing care coordination—support plan includes coordination of medical services, bill paying, appointment coordination, etc.

- Detailed Care Plan and Ongoing Support



“Thank you for the incredible evaluation of my mom. The geriatric nurse visited my mother's home and provided a thorough 8 page report!”
-Federal Employee

WorkLife Specialists

Specialists are available 24/7 to:

- Assess employees' needs
- Follow-up until needs are completely satisfied
- Provide personalized one-on-one assistance
- Send materials within minutes of a request, including **free kits**: Prenatal, Child Safety, College, Adult Caregiver's, and Be Well
- Prescreen providers and generate detailed referrals with confirmed availability
- Provide gerontology and child development consultations

We employ Bachelor's and Master's level specialists (not generalists) who are educated and trained in one specialty area (child care, elder care, academics, etc.) so employees receive guidance from experts in their fields.

Self-Service Access Online

- Interact with specialists
- Search for providers nationwide
- Participate in webinars
- Join expert-moderated discussion groups
- Access tips, checklists, interactive tools, and in-depth articles



WorkLife4You Kits Are Free

Designed to support and enhance our most common caregiving requests, call for the one that applies to you!

Prenatal Kit



Child Safety Kit



College Kit



Adult Caregiver's Kit



Be Well Kit



Enhanced Backup Care

- Provides quality temporary care when regular care is disrupted due to:
 - School holidays and closures
 - Caregiver vacation or illness
 - Mildly ill child or elder parent illness
 - Business travel
- Coverage for children (infants to teens), including mildly ill, and adults
- 24/7 access to specialists to arrange care in advance or at the last minute
- Low employee co-pay of \$10 a day for up to 5 days* of care per dependent
- Flexible placement options

*or more depending on specific agency guidelines



Flexible Placement Options

Employees choose the provider that best meets the needs of their family:

- Use one of the thousands of nationwide licensed child care centers and in-home care agencies in our network and pay the specialist a \$10 co-pay per covered family member
- Choose an out of network licensed child care center or in-home agency that you are most comfortable with and we will reimburse you for the cost of care minus the \$10 co-pay
- Use a trusted friend or family member and we'll reimburse you up to \$100 per day for care

Credentialed Network Providers

We contract with trusted brand-name providers nationwide.

All providers in our network must:

- Meet their state's licensing requirements
- Hold appropriate levels of insurance
- Agree to reference screenings and background checks
- Uphold our continuous quality monitoring standards
- Undergo an annual compliance check



Information and Scheduling

Employees can schedule care up to 30 days in advance or call at last minute — a single call anytime 24/7 and a specialist will:

- **Explain the program** in detail
- **Review** suitable backup care **options**
- **Schedule care** with the provider
- **Confirm placement** with employee and collect co-pay
- **Provide coaching** to ease transition to a new care provider
- **Follow-up** to ensure successful placement and employee satisfaction



We Care, Just Call

- Prepaid agency benefit for employees and their families
- Early identification of personal problems that affect productivity and quality of life
- Improved wellness and work/life balance
- Voluntary, confidential services available 24/7, 365 days a year



Federal Occupational Health Employee Assistance and WorkLife Programs

Help is available all day, every day.
We care, just call.

800-222-0364
(TTY: 888-262-7848)

EAP: [FOH4You.com](https://www.foh4you.com)

WorkLife4You: [WorkLife4You.com](https://www.WorkLife4You.com)*

* WorkLife requires customized registration code

